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# Error connecting to database after installing on OS: "ORA-12154" (12495)

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Title	Error connecting to database after installing on Windows 64-Bit OS: "ORA-12154"
Description	<p>Any of the following errors can occur when attempting to connect to an Oracle database when installed on a Windows 64-Bit OS:</p> <p>"ORA-12154: TNS: could not resolve the connect identifier specified."</p> <p>"ORA-06413: Connection not opened"</p> <p>"Can't initialize OCI. Error -1"</p>
Cause	<p>This could be caused by an Oracle 10g client defect on Windows 64-bit. Oracle 11g is not affected. According to Oracle Metalink, Doc ID 334528, there is a network issue for any application that is installed into a path with a parenthesis using the 10g client on Windows 64-bit.</p> <p>For example, C:\Program Files(x86)\Quest Software\</p>
Resolution	<p><b>RESOLUTION 1:</b></p> <p>If you are running Oracle 10g please install your Quest application into 'C:\Quest Software' and not 'C:\Program Files (x86)\Quest Software.'</p> <p>Note: If you are trying to install Toad into 'C:\Program Files\Quest Software', Windows will detect it as a 32-bit Program and install it back to 'C:\Program Files (x86)\Quest Software'</p> <p><b>RESOLUTION 2:</b></p> <p>If you want to keep your install into C:\Program Files (x86)\Quest Software, then upgrade your client to Oracle 11g 32-bit as the issue is resolved there.</p> <p>Note: Toad 10.1 to Toad 11.0.1 does support Windows 64-bit but the Oracle client still must be 32-bit.</p> <p><b>RESOLUTION 3:</b></p> <p>If you are not running Oracle 10g client or if you did not install into C:\Program File (x86) and you are still facing this issue, please check the following:</p> <ul style="list-style-type: none"> <li>- Ensure that your Windows User has Administrator Rights before installing an Oracle Client (or Toad).</li> <li>- During the Oracle Client installation, choose "Full" or "Administrator" installation type (this is not automatically selected).</li> <li>- Refer to the following solution for general troubleshooting: <a href="https://support.quest.com/SolutionDetail.aspx?id=SOL64853">https://support.quest.com/SolutionDetail.aspx?id=SOL64853</a></li> </ul>
Additional Information	This is an issue with all versions of Toad for Oracle.

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**Product(s):**  
 Toad Data Point 3.0.1, 2.7, 2.5.1  
 Toad for Oracle 9.7.2, 11.6.1, 11.5.1, 10.6.1, 10.5.1, 10.1  
 SQL Navigator for Oracle 6.4, 6.3, 6.2.1, 6.1.0.1094, 5.5.4.847, 5.1.0.655

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